

## **SSBG ADULT DAY SERVICES**

### **I. SERVICE DEFINITION**

A therapeutic program for four or more adults with special needs, age 18 years and above, in a protective non-residential setting. Special needs are defined as a combination of physical, emotional, or mental impairments that prevents the individual from participation in sheltered workshops or other types of employment. Such adults are not capable of full-time independent living but with certain activities can become more self-sufficient in the community.

In the event of conflict between these specifications and the Adult Day Care Regulations as Published in the Delaware Code, the higher standard or requirement will apply.

### **II. SERVICE GOAL**

The goal of the day care program is to provide an environment in which persons with special needs can achieve and maintain the maximum functioning and independence of which he or she is capable, while remaining in a community setting.

To obtain this goal, the program must provide high quality programming for the clients, and support and information for the caregivers.

### **III. SERVICE UNIT**

The unit of service for adult care services is one day of service for one client.. If the program provides transportation, the service will begin when the participant is picked up at his/her home and will end when returned to his/her home. In order to maximize time in the center, transportation routes should be limited to one hour. If transportation is not provided, the day will begin when the participant enters the facility and will end when he/she leaves. At a minimum, clients should be scheduled for at least two days a week, with scheduled attendance based on a full day of services.

### **IV. SERVICE AREA**

Adult Day Services are available to all eligible persons within the State of Delaware, subject to availability of the program space and the availability of transportation. Service providers may apply to provide services for sub-areas within the state.

## **V. LOCATION OF SERVICE DELIVERY**

Adult Day Services must be provided in a secure facility, free of architectural and psychological barriers and free of outside interference during the hours of operation of the program. Space should be adequate for carrying out group and individual activities without crowding. Space should allow for confidentiality for participant interviews/counseling. The facility must meet or exceed all State of Delaware requirements for licensing, inspection, and certification, as applicable. The program must be licensed by the State of Delaware as an Adult Day Care Facility.

## **VI. DESCRIPTION OF SERVICES**

A comprehensive assessment is completed on each individual upon entrance into the program. An individualized plan of care must be developed for each participant, based on the comprehensive assessment and physician's orders, if applicable. Services are provided on both a group and individual basis. Activities are to be designed to give purpose and meaning to daily life.

Services include, but are not limited to:

- Health monitoring
- Medication administration and monitoring by qualified staff
- Daily nutritious meals and snacks
- Dietary supervision
- Therapeutic activities designed to maintain maximum level of functioning
- Social and recreational activities, including but not be limited to, art, music, fitness exercise, gardening, mental stimulation, historic recall, cooking, games, outings, reminiscence activities, etc.
- Available staff assistance to ensure that tasks and activities are failure-free,
- Opportunities for walking in a safe environment
- Continued contact with the community, through outings, when appropriate.
- Assistance with daily living skills, as needed
- Transportation arrangements or coordination, when possible
- Caregiver support group information
- Case management and social service referrals, as needed

## **VI. SERVICE AND CLIENT PRIORITIES**

Eligible individuals for enrollment into the program are persons 18 to 59 years of age who are in one of the following categories:

- AFDC recipients
- SSI recipients
- Income eligible
- Adult protective service referral

## **VIII. WAITING LISTS**

When the demand for a service exceeds the ability to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provided, or until services are no longer desired by the applicant. The waiting list must be managed in accordance with DSAAPD policy X-A-1, Client Service Waiting List.

The service provider's guidelines for prioritizing clients on the waiting list must be in writing and available for review. In addition to any client priorities listed in the service specifications, these guidelines may include, as appropriate:

- Danger or risk of losing support systems, especially living settings or supports necessary for self-maintenance
- Risk of institutionalization
- Significant risk of abuse or neglect
- Basic health, safety and welfare needs not being met through current supports
- Risk of functional loss without intervention or ongoing skill maintenance services
- Exhibition of behavior that presents a significant risk of harm to self or others
- Compatibility with available services.

In each case, the reason for the selection of an individual ahead of others on the waiting list must be documented (e.g. in writing and available for review).

## **IX. PROHIBITED SERVICE COMPONENTS**

Adult Day Services provided under the reimbursement and guidance of DSAAPD, may not include any of the following components:

- Provision of services to out-of-state residents.
- Provision of care outside of the adult day services facility, other than outings.
- Provision of services to a client who is currently residing in a nursing home or who is publicly subsidized in an assisted living facility or foster care home.
- Provision of individual, group, or family counseling unless provided by a degreed professional with formal education in counseling.
- Provision of nursing care, unless by a RN or LPN.
- Provision of medical services, unless by a MD or Doctor of Osteopathy.

## **X. SERVICE STANDARDS**

Adult day services must meet or exceed the standards listed below. In the event of conflict between these standards and the Adult Day Care Regulations as Published in the Delaware Code, the higher standard or requirement will apply.

The facility must meet or exceed all State of Delaware requirements for licensing, inspection, and certification, as applicable and must be currently licensed by the State of Delaware as an Adult Day Care Facility.

- The facility and grounds must be safe, clean and accessible to all participants.
- The facility shall be open for operation at a minimum of eight (8) hours per day.
- The facility shall provide appropriate and locked storage for all medications stored at the center.
- The program will not knowingly admit, nor continue to provide services for participants whose needs cannot be met by the program.
- Prior to admission, a written plan of care will be developed that addresses the needs as identified
- Within 30 days of admission, the provider will complete a comprehensive written assessment on the applicant that includes the applicant's physical condition, social situation, mental status, economic situation and medical history.
- The provider will reassess participants every six (6) months or earlier, if participant's needs change. The plan of care will be reviewed and updated at that time.
- The client/caregiver should be included in the development of the care plan whenever possible.
- The provider will maintain notes depicting the participant's progress in the program; beginning with the first day of service and ending with the circumstances and date of discharge.
- Prior to admission, the provider will obtain documentation of a recent medical examination (dated within 6 months prior to admission), certifying that the participant as free of contagious diseases. Documentation must be on file before the first day of participation in the program.
- Client admission will be viewed as a 30-day trial basis for both parties, at which time a decision will be made about the client's continued attendance.

## **X. SERVICE STANDARDS (cont.)**

- Client attendance, indicating time of arrival and departure for each participant must be maintained.
- An RN or LPN must be on duty at all times when participants are present
- The hands-on staff/client ratio shall be a minimum of one adult staff person (do not include the janitor, driver, etc.) on duty for each eight clients (1:8).
- A minimum of two staff will be on duty while participants are in the facility.
- Providers must maintain records, prepare reports, and perform other administrative duties necessary to comply with all federal, state and local governing regulations.
- Paid staff and volunteers associated with or providing food service, should be fully trained and qualified, including the sanitary handling of food, fire safety, basic first aid and particularly in dealing with choking and coronary attacks.
- Registered dietitian/nutritionist should be available for consultation as needed.
- When a participant's needs no longer require or can no longer be met by the program and staff, discharge will be discussed with the caregiver. A 30-day written notice will be given to the caregiver when possible.
- Providers must comply with all Federal, State and local rules, policies, regulations and standards applying to the services being provided.

While programs differ according to target population served, funding, personnel and access to community resources, the following services are considered desired components of all adult day service programs:

### Health Monitoring

- Ongoing supervision and observation of health status and notification of physician and family regarding changes
- Health education and counseling provided to participants and families/caregivers
- Appointments with health professionals encouraged or arranged while tracking participant's progress
- Supervised distribution of medication/injections by qualified medical staff

### Personal Care, Supervision and Social

- Assistance with walking, eating, grooming and toileting
- Supervision of personal hygiene
- Social, recreational, physical, rehabilitative, or other activities / therapies as part of the plan of care

## **X. SERVICE STANDARDS (cont.)**

### Nutrition, education and counseling

- Adequate nutrition, including lunch and a light breakfast. Lunch should be well balanced and provide one-third of the Recommended Dietary Allowance.
- Special diets, based on physician's orders, will be planned, prepared and served under the supervision of/or in consultation with a qualified dietitian or nutritionist. Written prescriptions should be on file.
- Snacks and fluids available as needed
- Nutrition education should be available to participants/caregivers
- Group support services by qualified staff

### Transportation

- Provide transportation to and from the center, when possible or assist with the arrangement of outside transportation, when necessary and available. One-way trips should be no longer than sixty (60) minutes.

### Emergency Services

- Written procedures for handling emergencies and participant/family preference regarding emergency care and ambulance transportation
- Easily located file on each participant containing information needed in emergencies
- Written notice displaying fire procedures, emergency evacuation routes, plus staff and volunteers trained in evacuation procedures, first aid and cardio-pulmonary resuscitation.

### Community Relationships

- Advocacy
- Information and referral to other programs for which the client might be eligible, referring the client to proper services as necessary and providing assistance to the client in gaining public benefits)

## **XI. STAFF REQUIREMENTS**

The director shall have a Bachelor's Degree in health or social services or a related field, with one year of supervisory experience (full-time or equivalent) in a social or health service setting; have comparable technical and human service training with demonstrated competence; or, be a registered nurse with two years of supervisory experience (full-time or equivalent) in a social or healthcare setting.

## **XII. CALCULATION FOR NUMBER OF SERVICE UNITS**

The following formula must be used to calculate the number of service units for the adult day services program. The program must establish a minimum number of operating days per year.

Example:

365 days per year

-104 (less 104 weekend days)

- 12 (less 12 holidays)

- 5 (less 5 days for weather, miscellaneous)

244 operating days per year

Number of operating days per year x average daily census = number of service units

Example: 244 days x 25 clients per day = 6,100 service units

Please indicate clearly in the proposal the formula used to calculate the proposed number of units of service. To do this first establish a minimum number of operating days. Be sure to include the formula in your budget narrative.

## **X. TYPE OF CONTRACT**

Unit Cost/Fixed Reimbursement Rate

## **XI. METHOD OF PAYMENT**

Per Diem Fixed Rate for each eligible participant. DSAAPD will reimburse the service provider at the per diem rate based upon receipt of an invoice submitted within ten (10) calendar days after the end of each month. Please reference service specifications for definition of client day or partial day. Each monthly itemized invoice submitted for reimbursement must contain the following information in order to qualify for reimbursement:

1. Participant name
2. Number of days attended per participant times (x) per diem cost
3. Total number of client days for all participants
4. Total amount requested to be reimbursed

## **XII. REPORTING REQUIREMENTS**

A Quarterly Program Report and a Quarterly Financial Report are required and must be received by DSAAPD no later than twenty-one (21) calendar days following the end of the quarter. Each report must contain a live signature (preferably in blue ink) of the official who completed the report. The phone number and the date the report was completed are also required. A final financial report is due to the Division within ninety (90) calendar days after the program end date. Additional information can be found on these reports in the DSAAPD Policies and Procedures Manual.

### **STATEMENT OF RIGHTS OF ADULT DAY SERVICE PARTICIPANTS**

The following is a statement of rights of persons enrolled in Adult Day Services. The statement is not intended to be inclusive; it suggests an outline of the basic tenets that should be followed in providing day services for adults:

- The right to be treated as an adult, with respect and dignity.
- The right to participate in a program of services and activities that promote positive attitudes on one's usefulness and capabilities.
- The right to participate in a program of services designed to encourage learning, growth and awareness of constructive ways to develop one's interests and talents.
- The right to be encouraged and supported in maintaining one's independence to the extent that conditions and circumstances permit, and to be involved in a program of services designed to promote personal independence.
- The right to self-determination within the day care setting, including the opportunity to:
  - Participate in developing one's plan for services.
  - Decide whether or not to participate in any given activity.
  - Be involved to the extent possible in program planning and operation.
- The right to privacy and confidentiality.
- The right to be protected from abuse, neglect, mistreatment, financial exploitation, solicitation and harassment.
- The right to voice grievances without discrimination or reprisal.
- The right to be free from physical and chemical restraints. When a restraint becomes necessary, the facility must comply with federal law 42 CFR 482.13 and 42 CFR 483.13 and state law (DE Code, Title 16, Part II, Chapter 11, Subchapter II, 1121).
- The right to be fully informed at the time of acceptance into the program, of services and activities available and related charges.

**SSBG ADULT DAY SERVICE****PLANNED SERVICE UNITS AND PROPOSED OBJECTIVES****GRANTEE / AGENCY NAME:** \_\_\_\_\_**PROGRAM NAME:** \_\_\_\_\_

<b>PLANNED SERVICE UNITS</b>	<b>1<sup>st</sup> Qtr</b>	<b>2<sup>nd</sup> Qtr</b>	<b>3<sup>rd</sup> Qtr</b>	<b>4<sup>th</sup> Qtr</b>	<b>Total</b>
1. Number of service units					
2. Number of unduplicated clients served by the program					
3. Number of clients assessed in person (including those not admitted)					
4. Number of plans of care developed					
5. Number of plans of care updated					
6. Number of meals provided					
7. Number of one-way trips					
8. Number of hours of supportive / family counseling					
9. Number of referrals to other services					
10. Number of hours of Advocacy					
11. Number of Information and Assistance contacts					
12. Number of Hours provided by volunteers					
13. Project Income					

\* Definitions of the above categories found in the Quarterly Performance Report Instructions